

Serial No. 09/588,963

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Reply to Office Action of November 10, 2003



IN THE UNITED STATES
PATENT AND TRADEMARK OFFICE

Patent Application

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Case No.: **Bogart 18-3-1-4-1**

Serial No.: **09/588,963** Group Art Unit: **3623**

Filing Date: **June 7, 2000**

Examiner: **Akiba K. Robinson Boyce**

Title: **Multimedia Customer Care Center Having a Layered
Control Architecture**

Commissioner For Patents
PO Box 1450
Alexandria, VA 22313-1450

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GROUP 3600

RESPONSE TO OFFICE ACTION

SIR:

In response to the Office Action mailed on November 10, 2003,
designated as paper no. 4 in the case, please enter the following remarks
in the above-identified application.

Remarks/Arguments begin on page 2 of this paper.